VSee health

VM 4.13 Release Troubleshooting Guide

Jay-Ileen (Ai) - 2022-03-04 - Product Updates/ Releases

Take advantage of the following enhancements by downloading VSee Messenger version 4.13:

- Increased Max Group Chats
- Pre-load Annotations
- Dark Mode for macOS

How can I download VSee Messenger 4.13 on my Windows/Mac/ iOs device/ Android device?

Why do I see pop-ups and system messages when screensharing is used? What should I do when I see them?

Why do I get kicked out from my group chats?

VSee Messenger old version on Mac/iOs/iPad

VSee Messenger old version on Windows

Download Links

You may download the latest version of VSee Messenger on March 7, 2022 for Mac / Windows/ iOS device/ Android device here: https://vsee.com/download
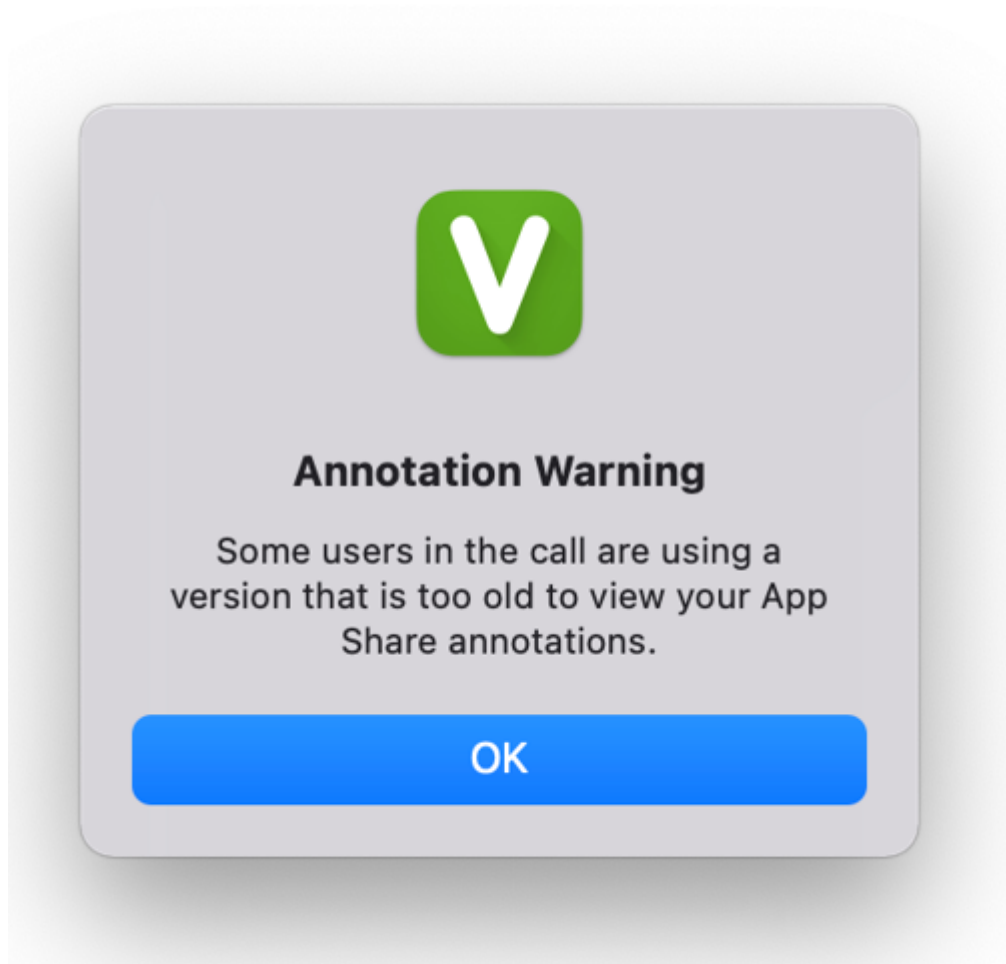
Troubleshooting

Incompatible Version Notice for VSee Messenger 4.13 users

When one or more users in a call is using the old version of the VSee Messenger app, an incompatible version notice may be received when someone shares or annotates on their screen.
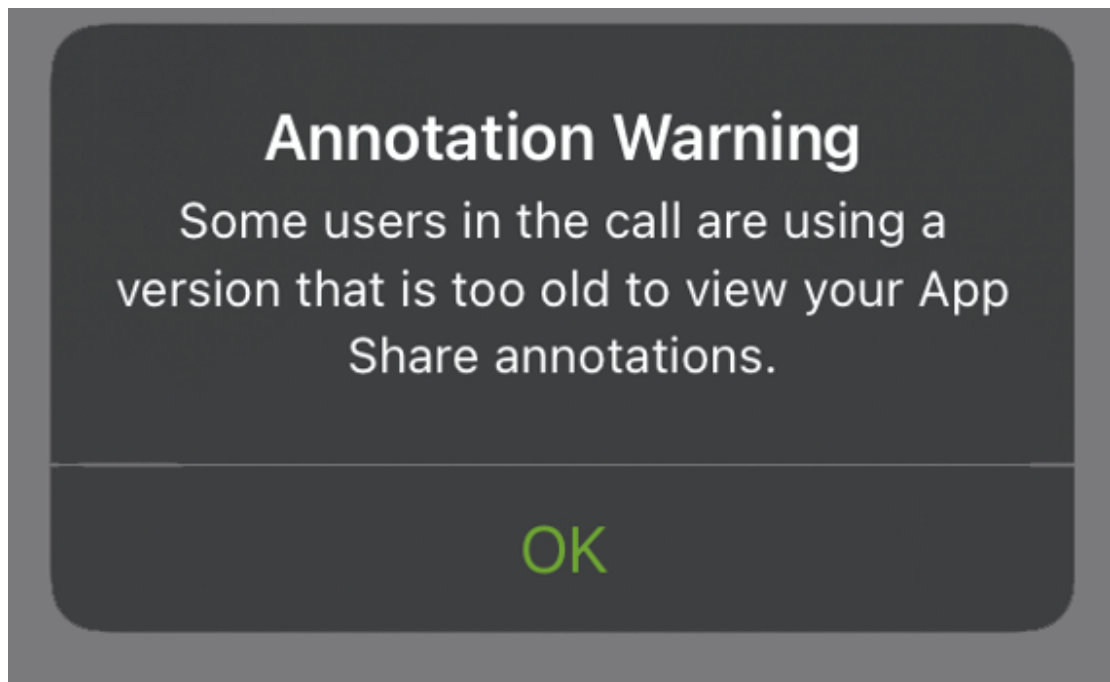
Users on VSee Messenger 4.13 shall receive the following

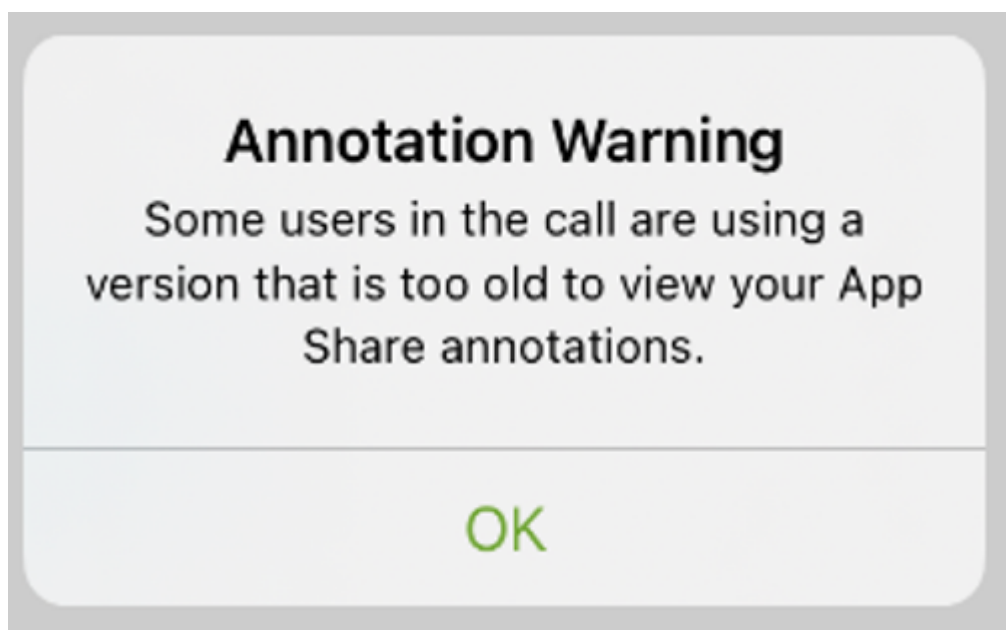messages to let them know that the participants in the call are using the old version of VSee Messenger.

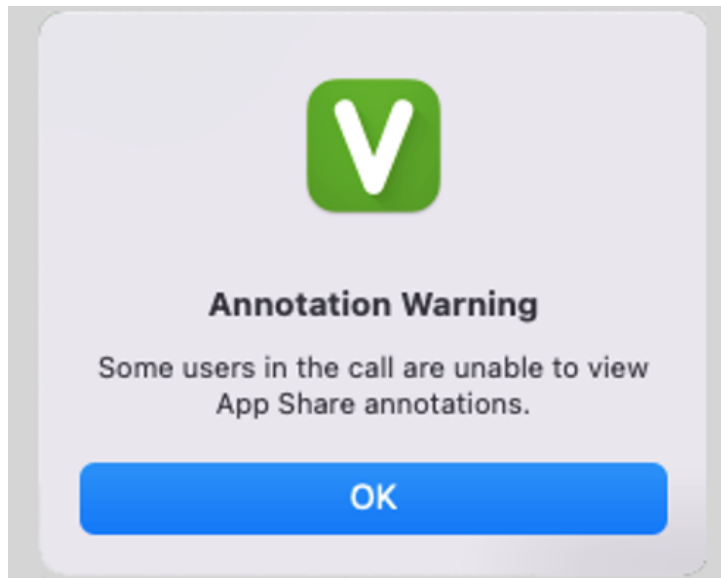**VSee Messenger 4.13 on Mac/ iOS / iPad**

Mac

iOs

iPad

This annotation warning will be seen when the other user is using an old version of the VSee Messenger

What the other user will see would depend on the device they are using. However, they will be seeing a message to inform them that they are on the old version of the app.

What to do: Click OK. Please request the other user to update their version of the VSee Messenger.
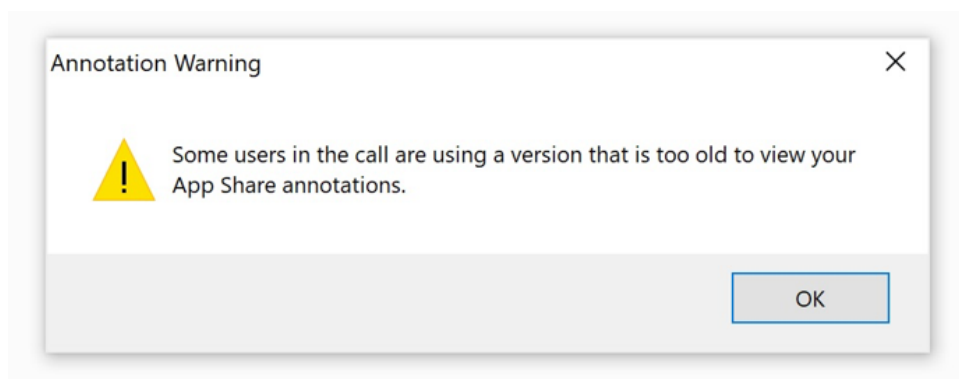
This annotation warning will be seen when the other user is using the browser

As browser calls currently do not support annotations, no message shall be displayed on the other user's end.

What to do: Click OK. You may request the other user to [download the latest version of the VSee Messenger to see the annotations.](#)
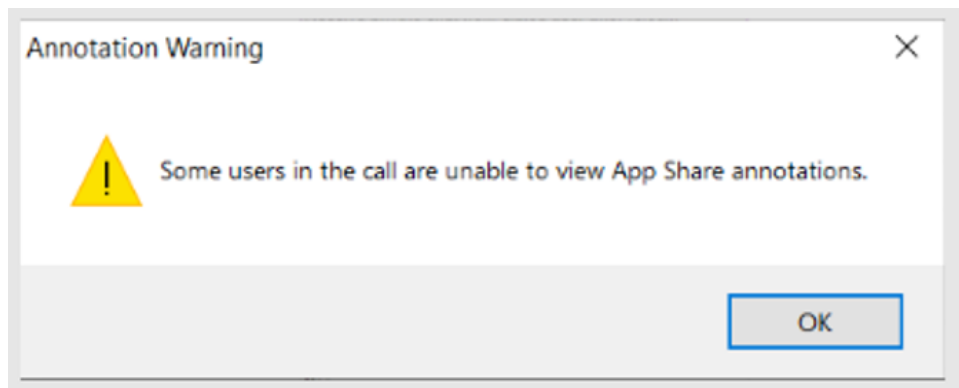
VSee Messenger 4.13 on Windows

This annotation warning will be seen when the other user is using an old version of the VSee Messenger

What the other user will see would depend on the device they are using. However, they will be seeing a message to inform them that they are on the old version of the app.

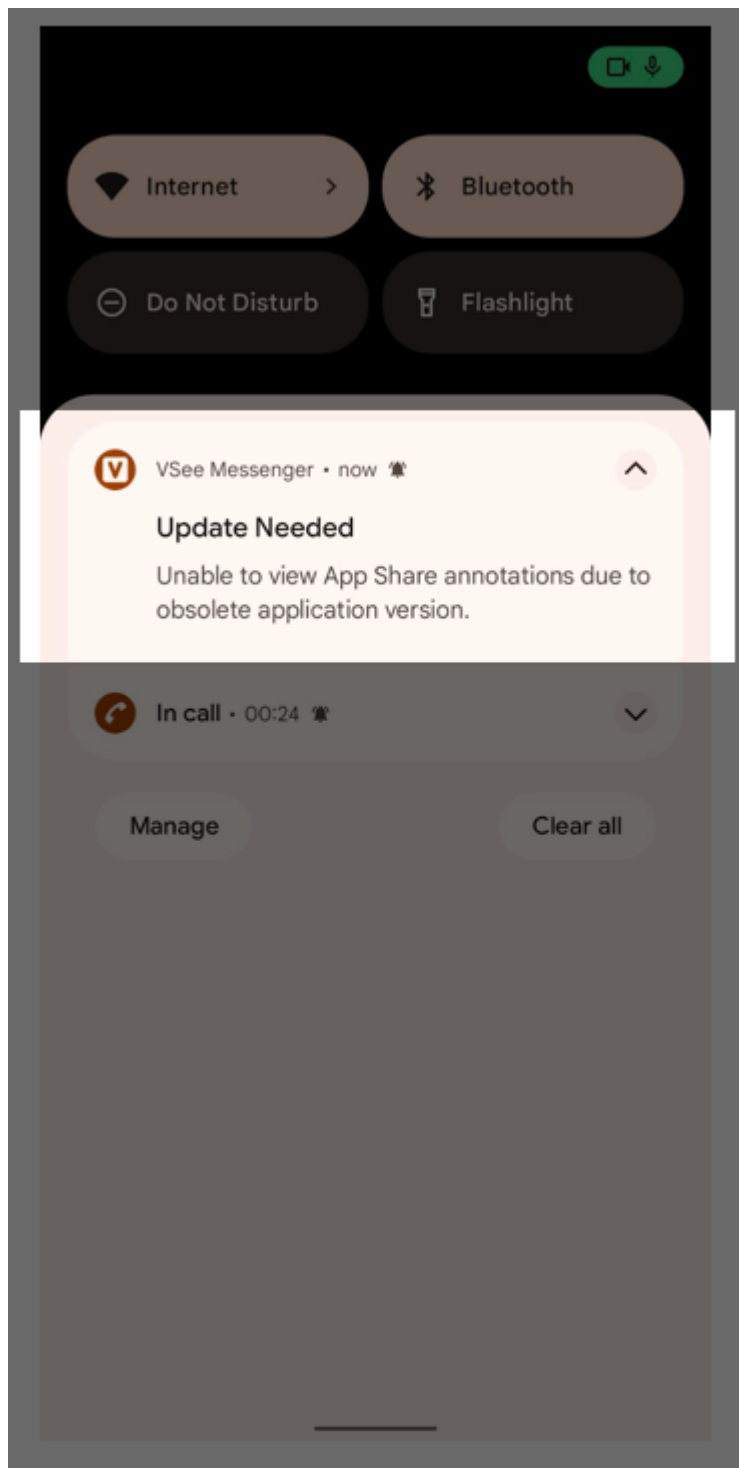**What to do:** Click OK. Please request the other user to update their version of the VSee Messenger.

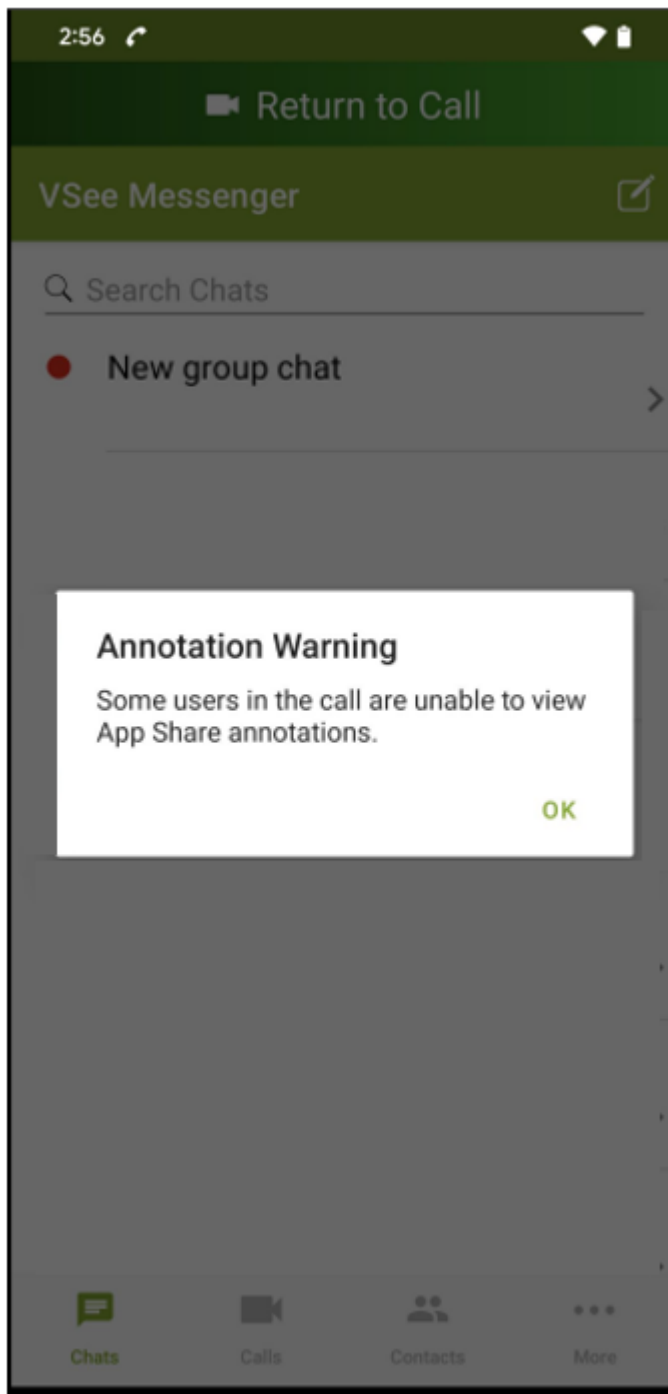This annotation warning will be seen when the other user is using the browser

As browser calls currently do not support annotations, no message shall be displayed on the other user's end.

What to do: Click OK. You may request the other user to <u>download the latest version of the VSee Messenger to see the annotations.</u>

VSee Messenger 4.13 on Android

At the notification bar

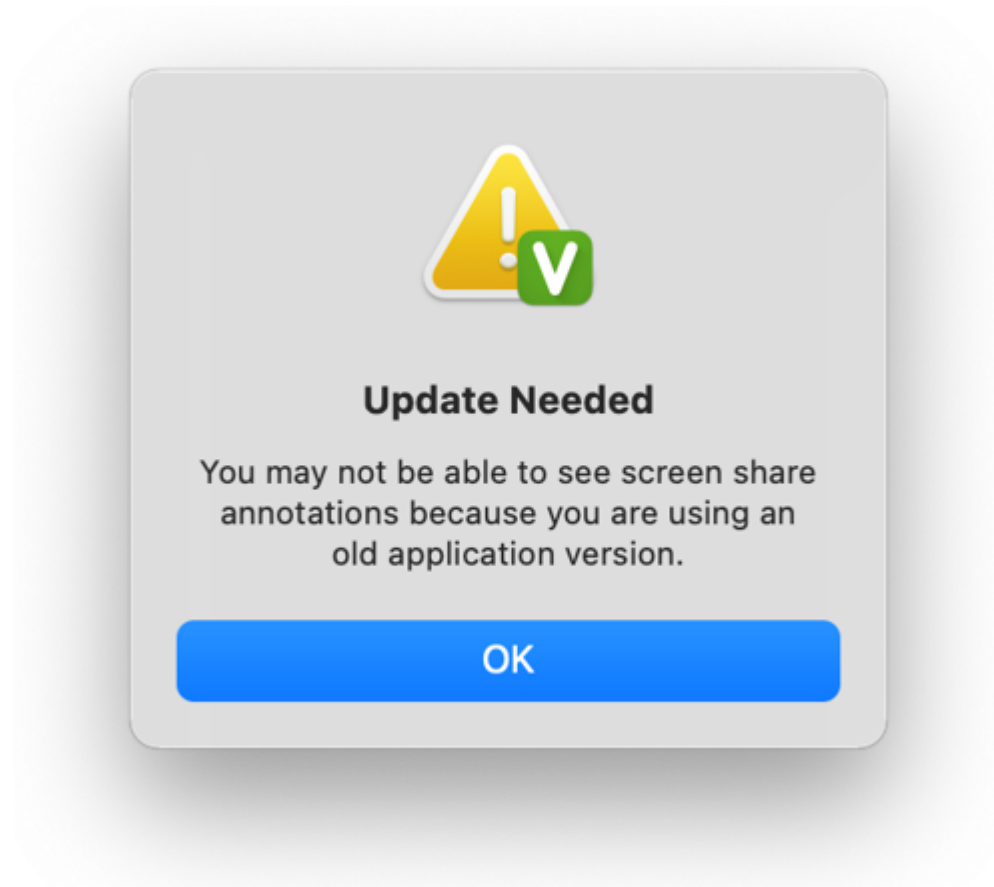*Shown as an alert dialogue after clicking on the notification message*

This annotation warning will be seen when the other user is using an old version of the VSee Messenger or using the browser

What the other user will see would depend on the device they are using. However, VSee Messenger users will be seeing a message to inform them that they are on the old version of the app. Users on the browser will not receive any message.

What to do: Click OK. Please request the other user to [install or update their version of the VSee Messenger.](#)
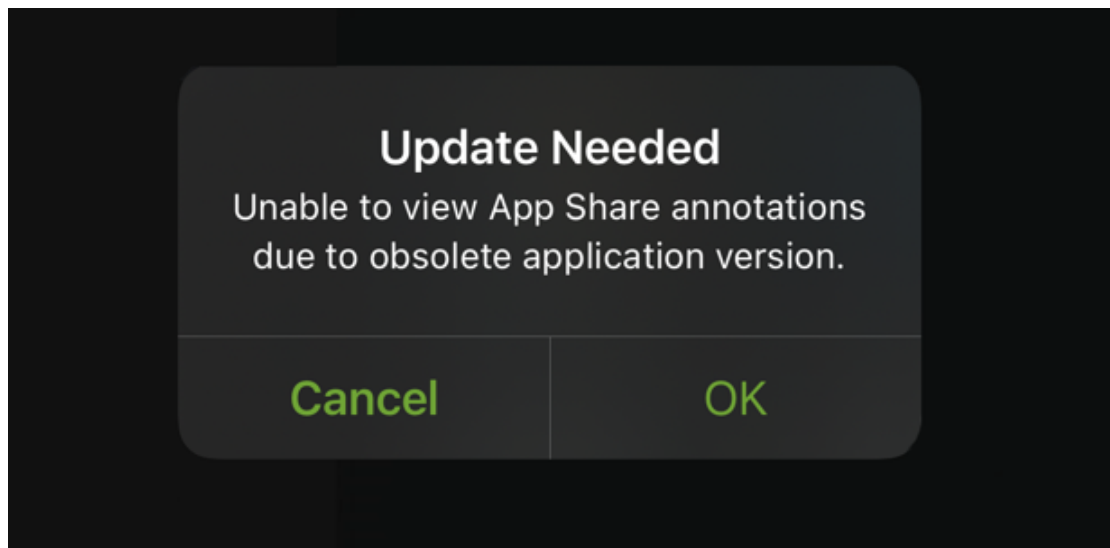
Incompatible Version Notice for USers with the Old Version of VSee Messenger

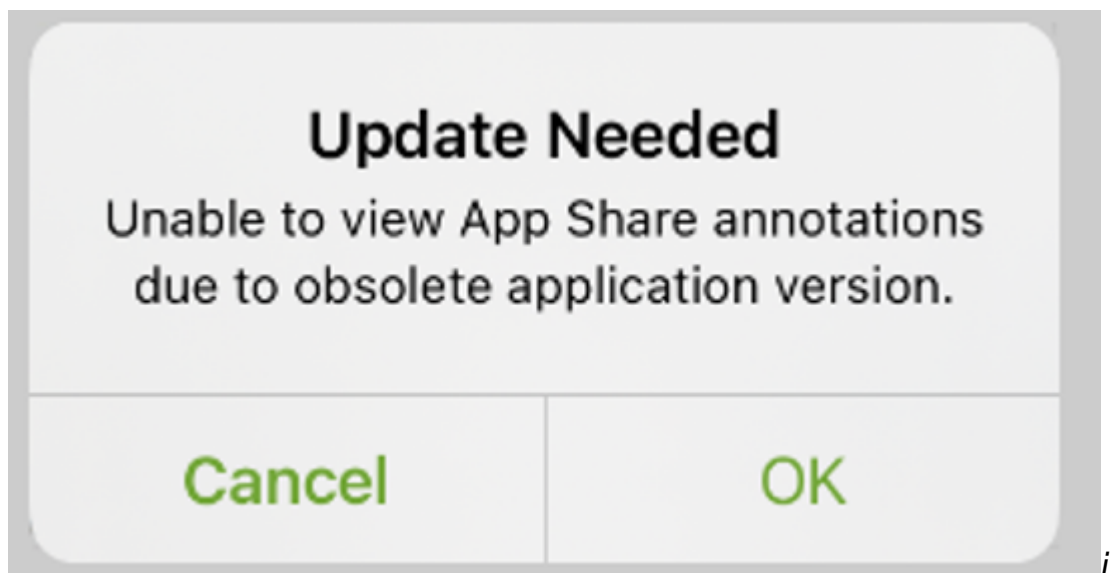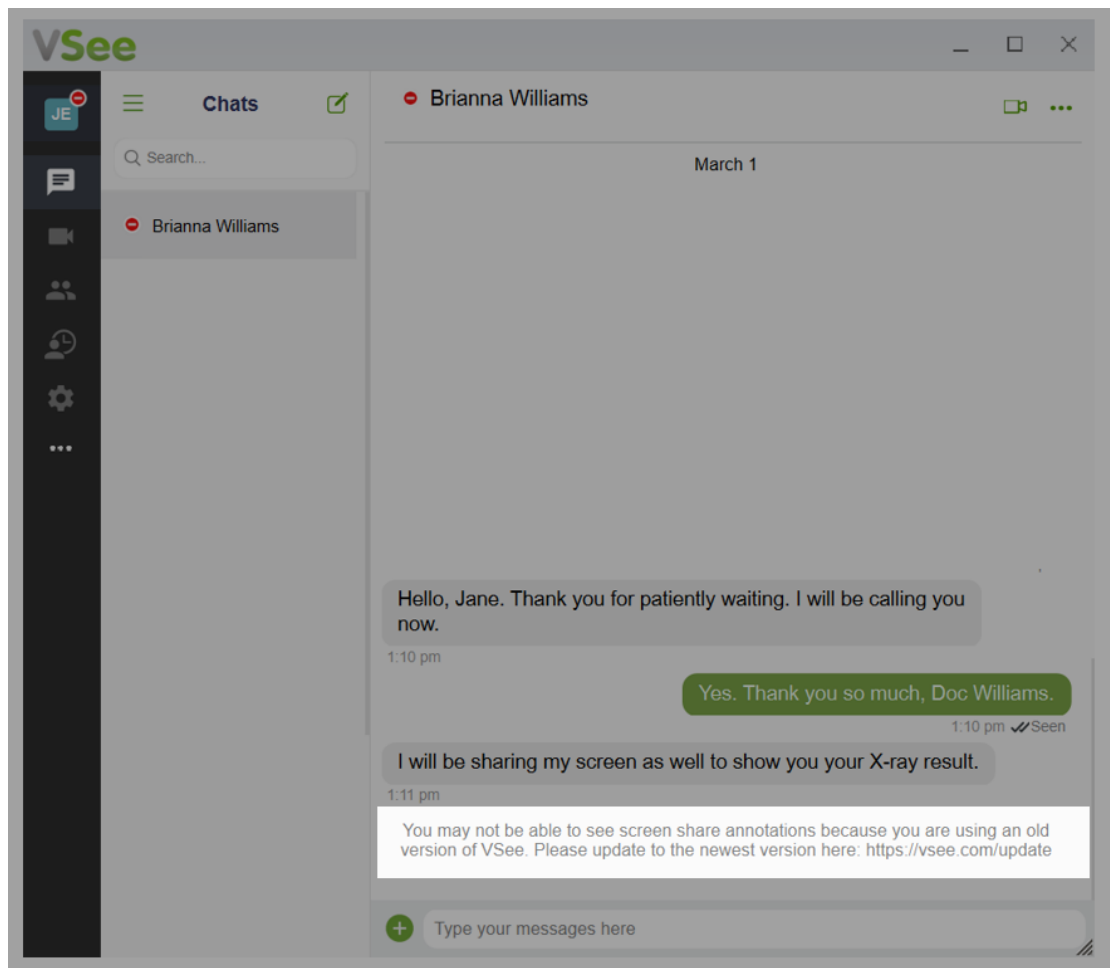**Old Version of VSee Messenger on Mac/ iOS / iPad**

Mac

iOs

Pad

This annotation warning will be seen by the user of an old version of the VSee Messenger.
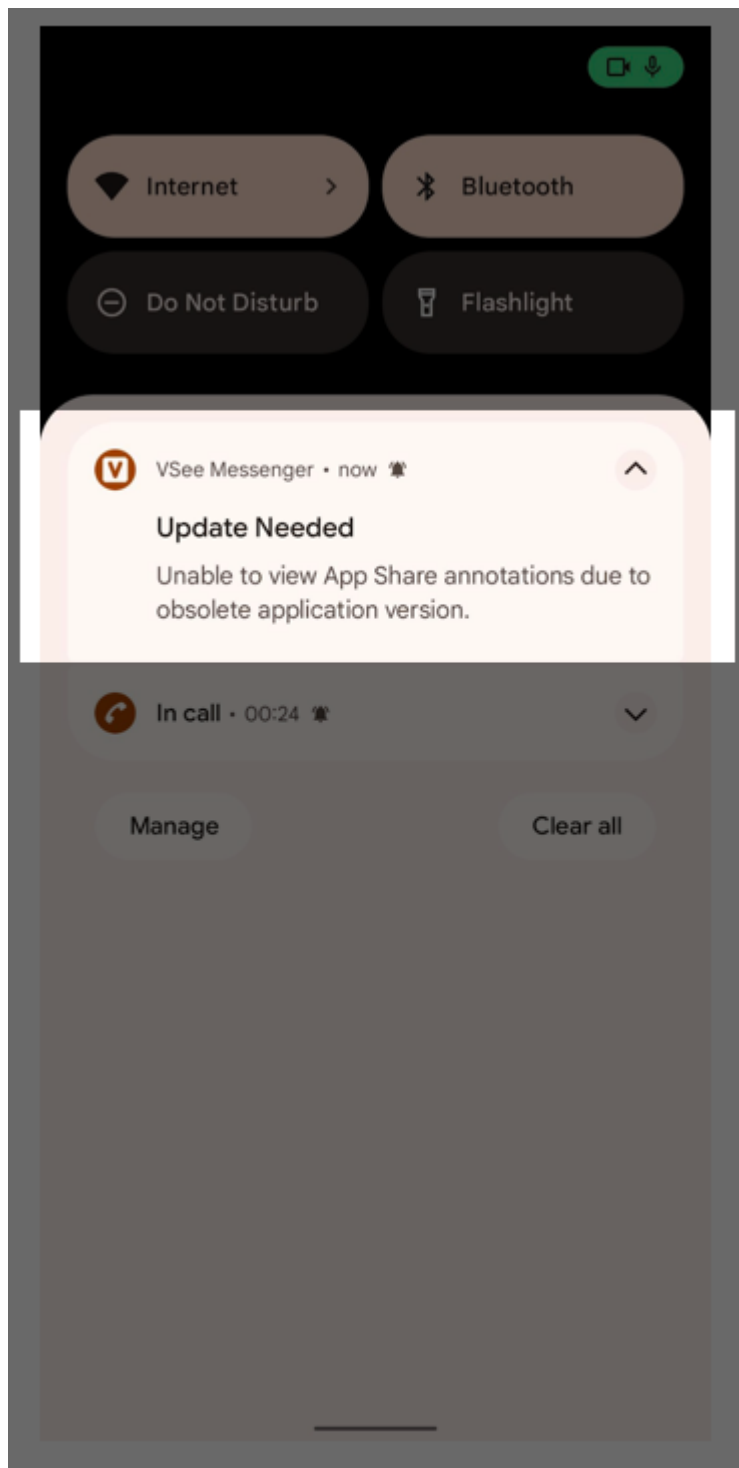
What to do: Click OK to be redirected to the Apple Store and update your VSee Messenger to the latest version
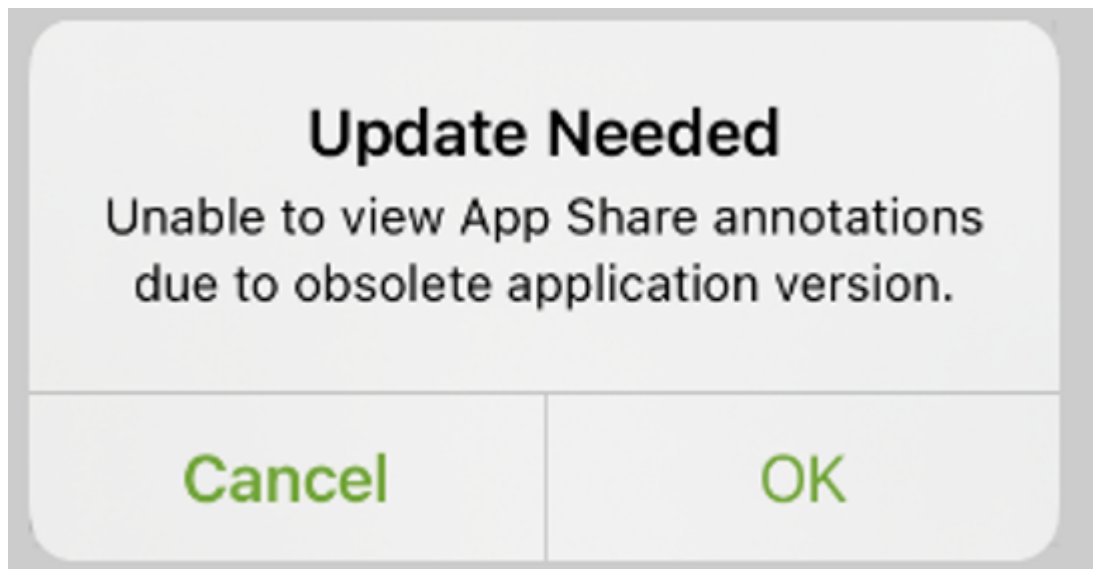
Old Version of VSee Messenger on Windows

A user of an old version of the VSee Messenger will not receive any pop up warning, instead a system message within the VSee Messenger chat shall be received.

What to do: [Update your VSee Messenger to the latest version](https://vsee.com/update)

At the notification bar

Shown as an alert dialogue after clicking on the notification message

A user of an old version of the VSee Messenger receive a message from the notification bar and a dilaogue box after clicking the message.

What to do: Clicking OK and go to the Google Play Store to [update your VSee Messenger to the latest version.](#)

Group Chat Limit

The old version of the VSee Messenger (4.12 or lower) can only hold up to 18 group chats. When you are using this version in any of your devices where the VSee Messenger is installed, you will only remain a member on 18 group chats - which is its limit. You will be kicked out from group chats when you exceed 18 - even if one of your devices is already on the latest version (VSee Messenger 4.13).

To maximize the limit the VSee Messenger 4.13 brings (having up to 48 group chats), please [update all your devices to VSee Messenger 4.13.](#)

For further assistance, please contact us [here.](#)

Last updated on: 25 Jan, 2022